

**Charles County Government
County Administration
Tourism
Crain Memorial Welcome Center
Travel Counselor**

Reports to: On Duty Lead Travel Counselor

Supervised by: Tourism Marketing Coordinator

Prepared Date: March 2014

Daily Hours: 8:00 a.m. – 4:30 p.m.

Hours per week: 16 hours per week; 32 hours in two week period

Salary: Up to \$12.35 per hour, depending on qualifications

SUMMARY:

Provides Charles County and Maryland travel information according to the Office of Tourism and State guidelines, makes hotel reservations, keeps accurate records, sells Charles County and Maryland to all visitors and callers and provides exceptional customer service to all. Utilizes on-line media to promote Charles County and Maryland products, attractions, byways and activities.

ESSENTIAL DUTIES:

Understands state road maps and gives specific directions for Charles County and Maryland. Offers general assistance for reaching destinations in other states.

Assists travelers and callers with present and future travel itineraries through Charles County and Maryland. Informs the traveling public about Charles County and Maryland attractions, accommodations, recreational facilities, services, events and destinations.

Suggests other venues and attractions, keeping with the callers' indicated area(s) of interest. Encourages e-newsletter signup.

Becomes and remains knowledgeable about alternate and scenic routes, as well as new products and attractions introduced throughout the state received from travel industry communications.

Review upcoming annual projects.

Answers the phone within two rings pleasantly and in a warm, welcoming manner.

Assists motorists/travelers/callers in case of emergency.

Makes hotel reservations and tracks economic impact.

Assists with marketing fulfillment.

Assists in maintaining, stocking and ordering literature inventory.

Assists with daily/weekly/monthly reporting.

Assists in keeping work areas neat, clean and orderly at all times (center, displays, office, office restroom, and closet).

Maintains professionalism with co-workers, building partners, citizens and travelers at all times.

Performs other related duties as assigned

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Requires a high school diploma or GED and at least two (2) years of customer service experience in the hospitality and tourism industry, or equivalent education and experience.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); at least two (2) years of professional customer service experience in the hospitality and tourism industry or equivalent education and experience.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to present information in one-on-one and small group situations to travelers, co-workers, and partners.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

COMPUTER SKILLS:

Ability to perform functions such as number input, data entry, internet searches, and email. Excel, Word, Facebook experience is a plus.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with challenges involving several concrete variables in standardized situations.

TYPICAL DECISIONS MADE:

Use of good judgment in assisting a traveler in an emergency situation without causing any legal damages to the staff, county or state.

Handles phone calls and visitors in a pleasant, friendly and welcoming manner.

PHYSICAL DEMANDS:

While performing as a Travel Counselor, the Travel Counselor is regularly required to use hands to finger, handle, or feel and talk or hear. The Travel Counselor frequently is required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl. The Travel Counselor is occasionally required to sit. The Travel Counselor may frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.